



1.) Refining Leadership for the Navy the Nation Needs / 9 AUG 18

Vice Adm. Robert P. Burke Chief of Naval Personnel

<http://navylive.dodlive.mil/2018/08/09/refining-leadership-for-the-navy-the-nation-needs/>

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5.) NAVADMIN bi-weekly roll-up:

Every other week, we roll up the latest NAVADMINs. Below are the latest: (*URLs on Last Page*)

- 193/18 Notice of Convening FY-19 Active-Duty Navy Commander and Captain Selective Early Retirement Boards
- 192/18 Increased High Year Tenure Waiver Option Opportunities for E7-E9
- 191/18 Fy-19 Navy Active-Duty E7 Selection Board Results
- 190/18 Fiscal Year 2018 Copernicus Award Nominations

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or find it online at www.navy.mil/cnp

1.) Refining Leadership for the Navy the Nation Needs / 9 AUG 18

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You may have heard that we will convene Officer Selective Early Retirement (SER) boards for FY19. I wanted to make sure you know why we think this is necessary, and how it is critical to our People Strategy for the Navy.

The decision to hold FY19 SER boards was made after considerable thought and careful deliberation. Our growing Navy requires the most consistently reliable performers to lead and sustain a modern, ready and lethal force. We are committed to retaining and promoting the right leaders to meet tomorrow's challenges. We've used a similar process in the Chief's Mess called the Senior Enlisted Continuation Board to maintain the "gold standard" we expect from our senior enlisted leaders. The Officer SER board is the next step, one that is frankly overdue, because our Sailors deserve leaders who embody what we value as a Navy. Enforcing performance standards for Navy leaders annually sets the necessary tone and expectation for subordinates to emulate.

Some of you may remember the FY12 SER board, and I want to assure you that this is not the same process all over again. Repeating that would make no sense while we are trying to grow our Navy. This is a new process, enabled by a revised legislative authority, and it has an entirely different purpose.

Under 10 USC 638a, updated in the FY18 NDAA, the Secretary of each military department may request authority from the Secretary of Defense to consider officers for selective early retirement who are O-5s with at least one failure of selection (FOS), or O-6s who have served in that grade for at least two years, and whose names are not on a list of officers recommended for promotion. The parameters established for the FY19 SER boards have been tightened to have the board consider O-6s with three years' time in grade and O5s who have failed to select two or more times. The FY12 SER board was conducted under a less flexible authority (10 USC 638) which was designed to correct officer imbalances and overages from high retention, and reductions in officer billets due to downsizing. That board was provided a list of eligible officers in paygrades O-5 and O-6 to be considered, and directed to select a specific number of officers in each pay grade. The objective for the FY12 SER board was to reduce numbers of O5s and O6s, plain and simple.

For our FY19 SER boards, the updated authority allows the Secretary of the Navy to convene these boards without directing a specific number of selections. Unlike the FY12 SER board, this board WILL HAVE NO DIRECTED SELECTION QUOTA. Therefore, the board is under no obligation to select a single officer for early retirement! However, there will be performance-focused reviews meant to identify senior O-5s and O-6s whose performance, when compared with their peers, is not competitive. The Secretary of the Navy's board convening order will provide specific guidance and criteria for conducting these reviews.

I cannot stress enough that the approach for the pending FY19 boards is unlike the FY12 SER board, which was aimed at balancing the force by driving down inventory to comply with mandated officer reductions. The FY19 SER boards will identify and select for early retirement only those senior O5s and O6s who are under performing — which we expect will be a small number. The question all of you have on your mind is, "What does underperforming mean?" We're not talking about PFA failures — we have administrative processes for that. What we're talking about is folks who are no longer pulling their share of the load...retired on active duty...pick your colloquialism. A more important example would be officers who have demonstrated they don't have the character or the will to lead at the senior level. Additionally, while the FY12 SER board looked only at the Unrestricted Line, all competitive categories (URL/Restricted Line (RL)/Staff Corps), regardless of manning levels, will benefit from a quality review during the FY19 SER boards.

Since there is no required selection quota, the review will not favor or disadvantage any one community over another, regardless of manning level. To reiterate that key point — there are no selection quotas for these SER

boards — selecting zero officers in a competitive category is a possible outcome. If the board identifies no officers who meet the underperforming criteria, there is no requirement to select anyone for early retirement.

Bottom line, I would ask you not to start calling your detailer asking if they think you will be selected or dropping your retirement papers tomorrow. As with other Navy boards, the FY19 SER will be conducted in a fair, deliberate manner, adhering to the same strict guidelines to ensure the sanctity of the board process.

Sailors are the foundation of our Navy and our People Strategy hinges on attracting and retaining top talent. Our workforce deserves leaders who continue to perform. The FY19 SER is a key initiative to refine and strengthen our team, and will have a positive impact on individual communities and the Navy as a whole.

So, let's jump into some questions I suspect you may have:

Should officers submit a retirement request in order to avoid the board?

No, not if they are performing their job well and are in good standing.

If an O-5 or O-6 is selected to retire as a result of this board, what will be the retirement grade and pay?

Since officers being reviewed under this board have been at their current pay grade for at least three years, they will retire at their current pay grade.

What is the total number of individual SER boards that will be held?

Separate FY19 SER boards will be held by paygrade and competitive category (URL/RL/Staff Corps). Based on the number of designators and factoring in that we'll hold boards for both O5 and O6 officers, the total is 41 boards.

Will those O-5s and O-6s being looked at for this board be notified prior to the start of the board?

Yes. NAVADMIN 193/18 identifies the zone of officers whose records will be considered and reviewed by the SER boards. The notice identifies the senior eligible and junior eligible officers in each competitive category to be considered by the board.

Do these officers know they have not met performance standards?

The board will review how well an individual is performing as documented in their record. Individuals have access to their records and are encouraged to review them periodically. It is also standard for every officer to receive mid-term and annual fitness report (FITREP) counseling about their performance.

By law, officers selected by a SER board must be retired no later than the first day of the seventh month beginning after the month the Secretary of the Navy approves the board report. Can someone selected retire prior to that month?

Yes. Officers selected for early retirement are eligible to retire as early as they can complete the prerequisite separation courses and medical/dental examinations for transition and retirement.

Did the Navy evaluate the impacts to individual communities that this process will have?

Yes, we expect these boards will have a positive impact on individual communities and the Navy as a whole because they will reinforce the Navy's expectation that senior officers continue to perform at a level comparable

to their peers within their pay grade. Additionally, the selected early retirement of officers due to an insufficient level of performance may create opportunities for talented junior officers to move up sooner and assume senior leadership positions.

How many O-5s and O-6s will be looked at for the FY 2019 board?

As of May 2018, 2,611 officers will be looked at for the FY19 SER (O5: 441 URL and 548 RL, O6: 694 URL and 928 RL). These numbers do not include officers who subsequently request voluntary retirement which would make them exempt from consideration. Since the boards will be held by pay grade and competitive category (URL/RL/Staff Corps), there will be a total of 41 individual boards. By statute, no more than 30 percent of any competitive category can be selected for early retirement, but we do not envision coming close to this cap and zero selections in a competitive category is acceptable.

2.) Navy Personnel Command Customer Service Center Expands Operations Hours / 7 AUG 18

Navy Personnel Command Public Affairs

http://www.navy.mil/submit/display.asp?story_id=106634

MILLINGTON, Tenn. (NNS) -- Sailors seeking career assistance will soon receive greater support from Navy Personnel Command's (NPC) Customer Service Center (CSC) as it transitions to round-the-clock service beginning Sept. 24.

The CSC, which currently operates Monday to Friday from 7 a.m. – 7 p.m., Central Time, is integrating with MyNavy Portal to become the MyNavy Career Center (MNCC) contact center, available 24/7.

"The establishment of MNCC contact center is a significant milestone in our plan to deliver an enhanced customer experience to Sailors and their families," said Rear Adm. Jeffrey Hughes, commander, NPC.

"Our approach for the design of this call/transaction support center is to replicate the customer service practices of leading service providers in the private sector. This is a manifestation of a tremendous culture shift to ensure our focus is on the needs of Sailors and their families – you are the customer." Hughes said. "Our intent is to both make it easier for you to conduct pay and personnel transactions and to improve our timeliness and accuracy in response. We want you to focus your precious time on becoming more lethal warfighters and achieving better life-work balance."

Updates to the current contact center's infrastructure and facilities in Millington are well underway to support the contact center's expansion. The number of agents trained to respond to requests for assistance from Active and Reserve Sailors, retirees, and family members will also increase.

"The transition includes growing the number of customer service agents to 200 to improve our responsiveness," said Alaina Eblen, operations lead, Project Management Department, NPC Information Management Office (IMO).

"We're expanding to provide a single point of inquiry so you don't have to guess who to call," she said. "Call us and we will either answer your question, or we will get your request transferred to the subject-matter expert who can resolve the problem. We will be tracking those requests and making sure your issue is resolved."

To support this customer service cultural shift, MNCC contact center also comes with an updated functional structure reinforcing it. With MNCC and MyNavy Portal integration comes a three-tiered level of service, explained James Christy, director, Project Management Department, NPC IMO.

“MyNavy Portal is Tier Zero,” he said. “If you need greater support than what is available through self-service in our ever-expanding suite of services in MyNavy Portal, then you contact the MNCC contact center (Tier One), which is us.”

Examples of Tier Zero actions that Sailors will be able to initiate themselves include: viewing, verifying, and, if necessary, initiating a correction to their personal data, which is centralized in MNP under “My Record” data; submitting a data record correction request and attaching supporting documentation; and submitting an electronic Personnel Action Request (ePAR/1306) to request spouse co-location, consecutive overseas tours or to extend a Projected Rotation Date; to name a few.

Tier One, the MNCC contact center, will be the initial customer service point of contact for the Sailor, retiree, or dependent beyond the self-service level.

“If we can’t directly resolve your problem, then we transfer you to Tier Two, which is the subject-matter expert who can answer your question,” Eblen said, adding, “MNCC contact center is the cornerstone in Navy customer service efforts, taking self-service and linking it up to subject-matter experts for action,” Eblen said.

“When the transition happens in late September, Sailors will have access to more features and better awareness of the status of their request,” said Ann Stewart, director, Pay and Personnel Management. Although the customer service capability of the MNCC contact center will be an improvement, it will not completely replace the functions of command administrative support personnel. “As the transition progresses, Sailors will still work with their Command Pay and Personnel Administrators (CPPAs) to process parts of their pay-and-personnel paperwork.”

This contact center improvement will ultimately consolidate transactional support to standardize quality of service, improve efficiency, and simplify management – and it is designed to evolve to take on even greater functionality to better support the customer base.

“As we receive feedback from Sailors and gain more insight and experience into what services Sailors need, we’ll add more capability to the MNCC contact center,” Stewart said.

Get more information about the Navy from US Navy Facebook or twitter.

For more news from Navy Personnel Command, visit www.navy.mil/local/npc/.

3.) Sailors' Opinions Will Directly Shape Navy Alcohol, Drug Campaigns / 9 AUG 18

21st Century Sailor Office Public Affairs

http://www.navy.mil/submit/display.asp?story_id=106668

MILLINGTON, Tenn. (NNS) -- The Navy’s Keep What You’ve Earned and Prescription for Discharge campaigns aim to help Sailors make responsible decisions when it comes to alcohol and prescription drug use, preserving their health and careers.

During the final days of this year’s 101 Days of Summer, Sailors will have the opportunity to anonymously share their opinions on how these campaigns can be improved, how they have made a difference and areas of opportunity for future efforts.

“No one understands the challenges that Sailors face better than Sailors themselves, and that’s why we’ve created an anonymous survey to get the unvarnished opinions of the people we serve,” said Dorice Favorite, Director of Navy Alcohol Abuse Prevention (OPNAV N170A). “Our campaigns aren’t just created for Sailors, they’re created with them. Asking for feedback through surveys and focus groups helps to ensure that these campaigns are resonating with today’s Sailors and engaging them with the products and tools they need,” said Favorite.

The Keep What You’ve Earned and Prescription for Discharge Combined Campaign Survey launched Aug. 8 and will continue through Sept. 7, and is sponsored by Navy’s Alcohol Abuse Prevention and Drug Detection and Deterrence offices. The survey is short – it takes less than 10 minutes to complete – and completely anonymous. Although the primary audience for the survey is enlisted Sailors under the age of 25, all members of the Navy team are encouraged to participate, including deck plate and senior leaders, drug and alcohol abuse prevention personnel, Navy civilians and Navy family members.

“When this survey was last administered in 2016, nearly 40% of respondents observed that safe and proper use of prescription medication had been discussed more often over the past year,” said Lanorfeia Parker, Director of Navy Drug Detection and Deterrence (OPNAV N170D). This insight led OPNAV N170D to fine-tune Prescription for Discharge messaging among different audience segments to shape these discussions at all levels—between peers, leaders and their Sailors, as well as providers and their patients.

Additionally, the last survey indicated that “Safe Ride” programs were the Keep What You’ve Earned campaign’s most effective tactic. These findings, coupled with focus group feedback from Sailors in the fleet, were used to integrate Lyft and Uber access into the campaign’s mobile application, Pier Pressure.

This year’s Keep What You’ve Earned and Prescription for Discharge Combined Campaign Survey is available at <https://survey.max.gov/167456>.

For more information about how to encourage responsible drinking among Sailors, visit Navy Alcohol Abuse Prevention at http://www.public.navy.mil/bupers-npc/support/21st_Century_Sailor/NAAP/Pages/default.aspx.

For more information on Navy Drug Detection and Deterrence, visit http://www.public.navy.mil/bupers-npc/support/21st_Century_Sailor/DDD/Pages/default.aspx.

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4.) Navy Increases High Year Tenure Waivers for Senior Enlisted Sea Duty Sailors / 8 AUG 18

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WASHINGTON (NNS) -- Navy announced increased High Year Tenure (HYT) waiver authority for Active Component Sailors E7-E9 desiring to continue sea duty in NAVADMIN 192/18, released Aug. 8.

Chief, senior chief, and master chief petty officers willing to continue serving as deckplate leaders at sea are a key element in meeting the Navy’s aggressive force-growth trajectory.

Community managers routinely grant HYT waivers to minimize gaps in deployable sea duty billets. Navy leadership encourages HYT waiver requests from senior enlisted leaders willing to fill sea duty deployable and

equivalent (Type 2-4) billets that would otherwise be gapped. Implementing this initiative will help maintain the vital leadership and technical experience necessary in manning the Navy the Nation Needs.

Sailors can expect improved retention incentives and leadership opportunities as the Navy continues to grow.

For more information, read NAVADMIN 192/18 at: <https://www.public.navy.mil/bupers-npc/reference/messages/NAVADMINS/Pages/NAVADMIN2018.aspx>

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